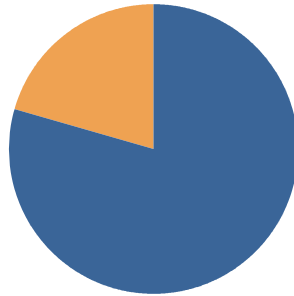


MOZAMBIK

Westwood

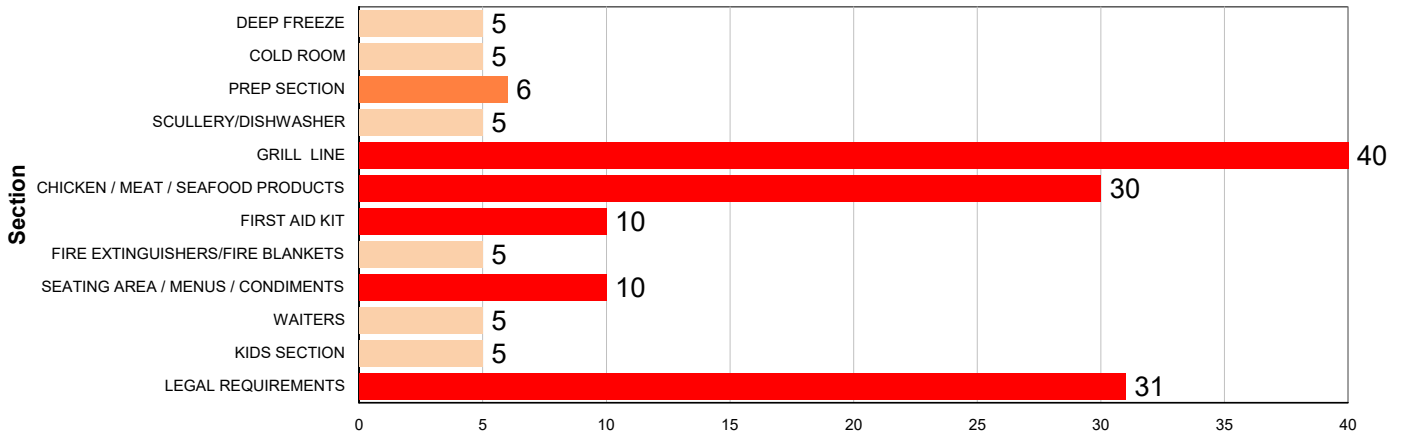
Task ref#	11108		
Date	19-07-2025		
Type of task	Store Evaluation		
Completed by	Mozambik, Karen		
Start odometer	70518	End odometer	70622
Distance traveled	104 km		
Start time	Friday 18 July, 2025 11:40:40	End time	Friday 18 July, 2025 13:44:43
Time taken	124 mins		
Collector	Operations Managers		
Score	611/768 (80%)		

Assessment performance

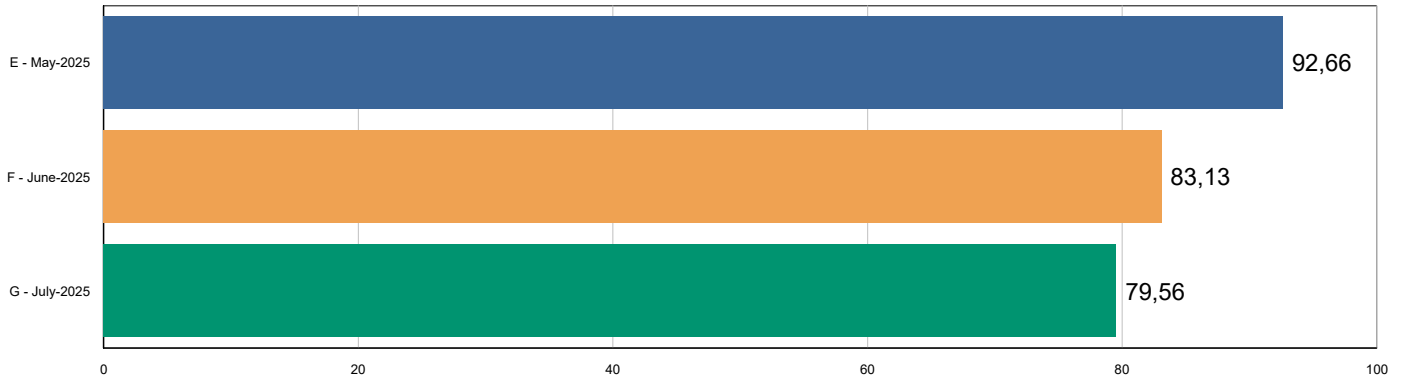


■ Passed	611	79.6%
■ Failed	157	20.4%
Total:		768 100.0%

Types of issues detected



Assessment performance this year



Responses to inspection points

DEEP FREEZE

Statement	Comment	Weight	Result
Stock rotation F.I.F.O.		5	
Defrosted and cleaned once a week Photo 1	Floor needs cleaning please	0	
Correct labeling and dating		5	
Storage of all products to be done according to Health Standard		5	
Temperature to be between -18 and -20 deg		5	
Condition and maintenance of freezer		5	

Scoring25 / 30

COLD ROOM

Statement	Comment	Weight	Result
Stock rotation F.I.F.O (first in first out)		5	
Correct labeling and dating		5	
Storage of all products to be done according to Health Standard		5	
Correct temp - 2c to 7c (dependent on defrost cycle)		5	
Complete cleanliness shelves / floor / plastic curtain / walls / handles / fans Photo 1 Photo 2	Floor needs a deep clean please	0	

Scoring20 / 30

STOREROOM

Statement	Comment	Weight	Result
Stock rotation F.I.F.O (first in first out)		5	
Correct labeling and dating		5	
Storage of all products according to health Standard - Chemicals stored separately		5	
Complete cleanliness shelves / floor / plastic curtain / walls / handles / fans		5	

Scoring20 / 20

DELI SECTION

Statement	Comment	Weight	Result
Fridges clean, correct temperature 2c to 7c (dependent on defrost cycle), working, handles and seals unbroken		5	
Recipes for salads and desserts followed		5	
Cleanliness of areas		5	
Deli Equipment in working order		5	
Food stored correctly after preparation eg: lettuce, coconut rice etc		5	

Scoring

25 / 25

PREP SECTION

Statement	Comment	Weight	Result
Shelving neat, clean and organized		5	
Fridges clean, correct temperature and working - handles and seals unbroken		5	
All prescribed hygiene specifications followed		5	
Are products defrosted and stored correctly after production?		5	
Any rusting or broken tables and legs?		5	
Portion scale working and clean		5	
All prep and portions sheets in use and filled in? Photo 1	Hake not done. Have reinstructed on the separate sections	5	
Platform scale working and clean		5	
Portion size (kg): Cheese		2	
Portion size (kg): Calamari tubes Photo 1	105 to 110gr each	0	
Portion size (kg): Calamari heads Photo 1	All at 85gr or there about. Have requested they re portion	0	
Portion size (kg): Ribs		2	
Portion size (kg): Chicken livers Photo 1	All under weight	0	

Scoring

44 / 50

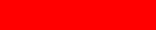
SCULLERY/DISHWASHER

Statement	Comment	Weight	Result
Cleanliness of section and equipment		2	
Cutting boards, pots, cutlery and crockery stacked correctly		2	
No leaking plumbing		5	
Correct use of chemicals and all staff to be trained by supplier on usage and safety		2	
Hand santizer / hand soap / hand paper / bin available		2	
Grease traps cleaned daily.		2	
All equipment working, dishwasher, taps, hose.	Dishwasher broken. Taps broken.	0	
Bin area clean		5	

Scoring

20 / 25

GRILL LINE

Statement	Comment	Weight	Result
Fridges clean, correct temperature and working - handles and seals unbroken Photo 1 Photo 2 Photo 3	Fridge isn't sealing and isn't very cold. Please get technician in	0	
Flat top and gas lines clean, burners working, heat shield and base tray in good condition Photo 1	Still needs cleaning under drip tray	0	
Open Flame grill clean and stones changed twice a month Photo 1	Missing burner and grid at end	0	
Chip Fryer clean, drained daily and working - thermostat checked		10	
Oil quality as per spec,		5	
Following Moz cooking procedure		10	
Salamander and frame clean, all heat elements working	Missing an element still	0	
All serving plates and platters clean and stacked correctly		5	
Co-ordinating area cleaned and clear of clutter		5	
Gas boiling table / Inductions clean and all burners and valves working correctly		5	
Extraction system and canopy working (incl lights), cleaned daily including filters		15	
Extraction professionally cleaned - record last date	Due 25/08	10	
Chips, Rice and Veg freshness		10	
Cleanliness of light switches and isolators		2	
General cleanliness of floors, walls, ceilings, skirting and rubbish area		2	
No broken wall or floor tiles		2	
Electrical compliance loose wires, fixtures, etc.		2	

GRILL LINE

Statement	Comment	Weight	Result
Correct Mozambik uniform regulations must be adhered to	Need uniforms please	0	
Plates Unchipped, Moz Spec		5	
Oven in working order and clean		10	

Scoring98 / 148

CHICKEN / MEAT / SEAFOOD PRODUCTS

Statement	Comment	Weight	Result
Correct Mozambik specifications		5	
Mozambik approved suppliers in use only		10	
Control stock levels		5	
All sauces not OFF / SOUR		5	
Is the store buying 26% of stock from DC according to Store turnover sheet?	23.29	0	

Scoring25 / 55

FIRST AID KIT

Statement	Comment	Weight	Result
A fully equipped first aid kit must be present in stores		5	
First Aid officer on duty	No one	0	

Scoring5 / 15

FIRE EXTINGUISHERS/FIRE BLANKETS

Statement	Comment	Weight	Result
Fire extinguishers must be wall mounted		5	
Fire extinguishers are readily accessible, fully charged and regularly inspected / record inspection date	Due 08/25	10	
Fire Blankets must be wall mounted in grill area for easy access	Only 1. Empty one not replaced	0	

Scoring15 / 20

HYGIENE REGIME / STERILISER / MOPS / CUTTING

Statement	Comment	Weight	Result
Color coded mops must be used for FOH and BOH and TOILETS.		5	
Must be stored correctly - upright position on a hanging rack		2	
Must be sanitized over night		2	
Each section to have correct color coded equipment		5	
Bucket of soap water to be available in relevant areas		2	
Clean cloths must accompany these buckets		2	
All cloths must be clean, sanitized and color coded		2	

Scoring

20 / 20

TOILETS: WHERE APPLICABLE

Statement	Comment	Weight	Result
Clean and well maintained		5	
Fresh odor		1	
Toilet paper, hand toweling, soap and santizer		5	
She bins in place		5	
Extra effort in making bathrooms more pretty/ user friendly.		1	
Toilet cleaning checklist completed and filed		5	
Baby change stations,clean and operational		1	

Scoring

23 / 23

STAFF TOILETS

Statement	Comment	Weight	Result
Clean and well maintained		5	
Fresh odor		1	
Toilet paper, hand toweling, hand soap and santizer		5	
She bins in place		1	
Toilet cleaning checklist completed and filed		5	
Toilet seat present		1	

Scoring18 / 18

STAFF LOCKER ROOM

Statement	Comment	Weight	Result
Cleanliness		5	
Odour		1	
Neat		1	
Boots stored correctly and sanitized		1	

Scoring8 / 8

SIGNAGE, EXTERIOR AND ENTRANCE

Statement	Comment	Weight	Result
Signage - Illumination and general cleanliness and condition		5	
General cleanliness of outside area conditon of furniture		5	
Spec Furniture		5	

Scoring15 / 15

SEATING AREA / MENUS / CONDIMENTS

Statement	Comment	Weight	Result
Paint work, ceiling boards		1	
Cleanliness of walls, air ducts etc		1	
Lighting - all working		1	
All gold Tomato sauce bottles clean and in good condition		5	
Correct Condiment baskets clean workable and packed correctly (santizer bottle, salt, pepper, wetwipes, peri peri sauce)		1	
Menus up to date and clean		1	
Menu boards professionally done, neat, illuminated		1	
Correct Serviette Dispensers on the tables and filled		5	
TV working and clean	Technician engaged	0	

Scoring

16 / 26

MARKETING / P.O.S.

Statement	Comment	Weight	Result
Moz Spec A frames in use, National / Regional Promo material displayed		5	
Correct marketing material in Serviette dispensers, Posters Moz approved Spec		5	
In-house specials material Moz spec		1	
Correct Moz Spec Take Away Containers, Carry bags and stickers been used		2	
If HO promo running only HO promo on tables		2	
Snapper frames wall mounted		2	

Scoring

17 / 17

RECEPTION COUNTER/PLANTS/BINS

Statement	Comment	Weight	Result
Pots and plants clean (dust and cigarette butts free)		2	
Bins odour free and clean, with lids and refuse bag in		2	
Front counter clean and uncluttered		2	

Scoring6 / 6

WAITER STATIONS/CUTLERY/CROCKERY

Statement	Comment	Weight	Result
Waiter station - Clean, drawers and cupboards neat, Cutlery trays clean		5	
Welcome Peanut Cone and Sweets Moz Spec available		5	
Kids colouring in sheets and crayons available		5	

Scoring15 / 15

TELEPHONE AND COMPUTER

Statement	Comment	Weight	Result
Latest Moz GAAP / Pilot software version in use updated on the cloud.		2	
Moz Email account activated and checked		2	
Emergency Telephones number near the phone		2	
Telephone and Wifi in working order		2	

Scoring8 / 8

MANAGERS

Statement	Comment	Weight	Result
Compliance to Mozambik uniform regulations - clean shirt, jeans, dark shoes.		5	
Compliance to hygiene regulations, hair neat, nails clean - no jewellery		5	
Manager involved in running of floor FOH, vibing with customers and staff and running BOH		5	

Scoring15 / 15

WAITERS

Statement	Comment	Weight	Result
Compliance to Mozambik uniform regulations - clean shirt, jeans, dark shoes and aprons		5	
Compliance to hygiene regulations, hair neat, nails clean - no jewellery	All have long nails	0	
Waiter's cloths - must be 2, worn on belt/apron, not shoulder		2	
Waiting staff introduced themselves to tables - Using Bom Dia Greeting - Good day		5	
Waiter writing on table ie:name and manger name		5	
Waiters Tools check - Waiters friend , Orderbooks, 3 pens and 2 dish cloths, lighter, cash float all available		5	

Scoring

22 / 27

BAR

Statement	Comment	Weight	Result
Clean, merchandised and stocked according to standards		5	
All Fridges clean, working, lights working, seals not broken and decals in place		5	
Blender, blender jugs and Ice well clean, working		5	
Coffee machines / grinder clean, working		5	
Has the barman/barlady been for full Barista training		2	
Glasses and crockery clean, unchipped and unstained		2	
Bar area and equipment (incl printers) clean and tidy		2	
Glasses and crockery Moz spec		5	
Great cup of coffee?		2	
Ice machine / chest freezer in working order and clean		2	

Scoring

35 / 35

WELCOME / CUSTOMER RECEPTION / REQUESTS

Statement	Comment	Weight	Result
Customer acknowledged immediately on entering store		5	
Specified music being played and at correct sound levels		5	
Customer must be escorted to table		5	
Farewell and thanked by staff/management on way out		5	

Scoring **20 / 20**

TABLE SERVICE

Statement	Comment	Weight	Result
Menus - removed from table, on placing order		2	
Beverages - tray used, drinks opened and poured half full		2	
Wine service - label presented, taster poured, ice bucket delivered		2	
Tables wiped down during service - water and food residue		2	
Handling of plates, platters - nicely placed, warning of hot plates, 1 cloth per plate		2	
Ashtrays - cleared appropriately (if appropriate)		2	
Table cleared of all dirty cutlery and crockery before bill presented		2	
Bill presentation - Clean bill folder, Pen, Moz mints, Wrapped toothpicks, Correct change, Correct bill, Thank you note		2	
Waiters to be knowledgeable of all menu items, Menu knowledge – questions/queries satisfactorily answered – Question on in store specials		2	

Scoring **18 / 18**

KIDS SECTION

Statement	Comment	Weight	Result
Play area clean and no broken equipment (if applicable)	Nothing in there for kids to do	0	
Child Minder present		5	

Scoring **5 / 10**

LEGAL REQUIREMENTS

Statement	Comment	Weight	Result
Generator in Working Order and Serviced		1	
Proof of pest control services		5	
Disciplinary procedures been followed, evidence that any warnings / disciplinary action is being kept and done according to law		5	
Waiters meeting must have taken place and recorded - File present		5	
Financial information submitted to Mozambik head office by 10th of each month - SALES ANALYSIS - GP's		0	
Liquor License Section 19/23		2	
Certificate of Acceptability		2	
Fire Certificate		2	
Gas Certificate		2	
Electrical Compliance		2	
Trade License		2	
Certificate of Occupancy		0	
TV License		0	
SAMPRO / SAMPRA		2	
Contracts - File with all employee details / ID COPY, WORK PERMITS / addresses / contact number / emergency contact		5	
Latest Updated - OPS Manual and Recipe Card Booklets		5	
Time in Attendance		2	
PAYE and UIF		2	
VAT Registration		2	
Basic Conditions of Employment Act		2	
Funeral Policies (if applicable)		2	
First Aid Training Certificates		0	

LEGAL REQUIREMENTS

Statement	Comment	Weight	Result
CODA Certificate (Compensation for Occupational Injuries and Diseases Act)		0	
Certificate of Safe Oil Disposal		3	

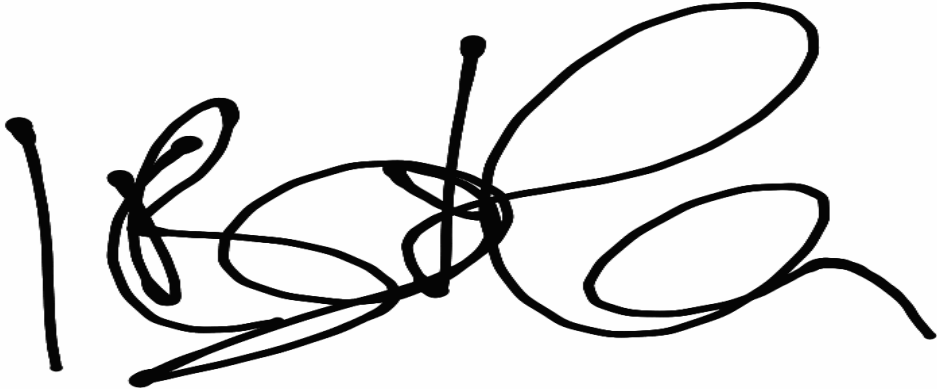
Scoring

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Signature(s)

Operations

Signed: 18/07/2025 13:29:48



Store Manager

Signed: 18/07/2025 13:30:04

